

**FIRE COMMUNICATIONS OFFICER III**  
**STUDY GUIDE**

A written examination for the class of **FIRE COMMUNICATIONS OFFICER III** to be administered in **BATON ROUGE** on **OCTOBER 5, 2015**, will consist of approximately **100** multiple-choice questions. The examination will test your knowledge in the following subject areas:

<b>SUBJECT AREA/KNOWLEDGE</b>	<b>APPROXIMATE % OF EXAM</b>
<b>FIRE COMMUNICATIONS MANAGEMENT</b>  Knowledge of the operation of the fire communications center, including knowledge of operational and dispatching procedures for receiving and processing calls for assistance; of the proper operating procedures of the fire radio system; of the operation of the computer-aided dispatch system, including the operation of the computer keyboard; of applicable computer codes; of the procedures for sending and retrieving messages as well as for entering and retrieving information using the computer.	50.0%
<b>MANAGING COMMUNICATIONS EQUIPMENT</b>  Knowledge of the general care, maintenance, and use of division equipment, including testing equipment for readiness.	5.0%
<b>RECORDS MANAGEMENT</b>  Knowledge of effective records-management practices, including preparation, content, format, control, and retention.	8.0%
<b>SUPERVISION</b>  Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates; to resolve conflicts.	29.0%
<b>TRAINING</b>  Knowledge of the procedures for implementing an effective training program for the communications division, including serving as an instructor.	8.0%

## **REFERENCE LIST**

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

### **PRIMARY REFERENCE MATERIAL**

#### **BATON ROUGE FIRE COMMUNICATIONS - OPERATIONS AND PROCEDURES**

**EFFECTIVE SUPERVISORY PRACTICES**, International City Management Association (ICMA), 1120 G Street, N.W., Washington, D.C. 20005, 4th ed., 2005.

**NOTE: Obtain through LSU Firemen Training Program or IFSTA Fire Protection Publications.**

#### **INTERNATIONAL FIRE SERVICE TRAINING ASSOCIATION (IFSTA)/ FIRE PROTECTION PUBLICATIONS** (Training Manuals):

Fire and Emergency Services Instructor, 7th ed., 2006.

#### **NATIONAL FIRE PROTECTION ASSOCIATION (NFPA) PUBLICATIONS AND STANDARDS:**

**MANAGEMENT IN THE FIRE SERVICE**, Carter, Harry R., and Rausch, Erwin, NFPA, Quincy Mass., 4th ed., 2008.

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material (mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.